83-0140/7

MEMORANDUM FOR: Director of Data Processing   2 6 JAN 1983

FROM: Harry E. Fitzwater
                 Deputy Director for Administration

SUBJECT: Phase IV Long-Range Plan Action Items

1. As a result of the recent exercise in long-range planning for the EXCOM, a number of themes were identified which require further action. The items generally concern improving the management of support services. They need further research, coordination, and study. To accomplish this, it is requested that you conduct a thorough review of the subjects listed in the attachment and submit a detailed report on your findings. Your efforts should result in a thoughtful exploration of the topics which, from a Directorate viewpoint, considers the organizational implications as well as the potential for improving the efficiency, effectiveness, and timeliness of our support to the Agency's mission.

2. In addition to addressing the items listed in the attachment, you are requested to conduct a general review and report on the performance of your office in response to customer requests. This review should also verify the need for all administrative reporting which you originate. You should include a discussion of the timeliness, quality, and responsiveness of your support, both at Headquarters and in the field. Some examples of the support to be covered are: (1) Analyzing requirements for ADP services, (2) Conducting feasibility studies and preparing project proposals for new computer applications, (3) Processing requests for and installing terminals and word processors, (4) Maintenance and production control of completed application programs, (5) Operating the major computer centers, (6) Batch processing, (7) Interactive processing through remote terminals, (8) Data Base Management, and (9) On-line storage and retrieval. Also provide a thorough discussion on how to reduce lead times, improve the overall quality of support, and reduce unnecessary paperwork. Your review should also identify those sections of regulations that are thought to be unnecessarily cumbersome. A mutually acceptable date for the completion of these reports should be coordinated with the DDA Plans Officer.

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Harry E. Fitzwater

Attachment

1. IMPROVE THE CAPABILITY TO SUPPORT USER APPLICATIONS SOFTWARE DEVELOPMENT: Recognizing the scarcity of funding and personnel, we must explore ways to use imagination and creativity to improve our performance in this area. Current backlogs must be drastically reduced and more timely support must be given to customer requirements. Your report should explore methods to attain these goals, including the feasibility of contracting for software services which are currently being provided by ODP staff. Also, discuss the timeliness, quality, and responsiveness of your support in terms of on-going projects and new systems.

2. DATA ARCHIVING FOR STORAGE AND BACKUP: Although this is a subject we have not touched on in depth, it will soon be of major significance. You should coordinate this report with the Office of Information Services and include in your review storage and retrieval for all media. You should also give consideration to alternate off-site storage and retrieval options.

3. ENHANCE THE INTEROPERABILITY OF ADMINISTRATIVE SYSTEMS: This report should review all current and proposed administrative ADP systems and report on what degree of interoperability will be needed and suggest an appropriate strategy to attain this goal. The ultimate Directorate goal is to achieve maximum common use of data bases and systems.

4. IMPLEMENT CONNECTIVITY BETWEEN WORD PROCESSING AND VM: This report should include an implementation schedule for an interface between word processing and VM and also for the introduction of a single multi-purpose terminal. It should also give a status of the program to use the Wang as the Agency's standard word processor.